

Wayne County 36th District expands court access



Wayne County 36th District Court Administrator J. Otis Davis continues to expand court access while offering citizens expedient ways for conducting business at the court. Citizens issued traffic tickets in the city of Detroit can now pay them using a MasterCard or VISA, credit/debit card online or over the telephone.

Court users can log onto www.36thdistrictcourt.org and click on "Pay Tickets Here." The user-friendly system will prompt them through the ticket payment process over a secure connection. The service is part of the State of Michigan's eCourts program aimed at making government more convenient and accessible to more people.

Citizens can search for tickets by entering their ticket number, driver license number, their full name, or their license plate number. When the search results are returned, they can choose the ticket(s) they wish to pay. Once the payment has been approved, they have the option of printing the payment page that includes their confirmation number or to e-mail the confirmation to their personal e-mail account. The confirmation number is proof of payment.

"This is just one example of how we have applied technolo-

gy to facilitate routine tasks while building bridges to our customers," Davis said. "Tools such as this not only promote a self-service environment, but also allows us to maximize our limited resources."

Don't have Internet access? Not a problem. Customer service assistance by telephone is available for those citizens that do not have Internet access but would like to pay their tickets using a credit/debit card. Citizens can call (313) 965-2200 during normal business hours and a call center specialist will accept their credit/debit card payment using the same online process.

Citizens should allow seven business days for their tickets to be available for payment. Partial payments are not accepted; each ticket must be paid in full. However, if citizens have multiple tickets, they can opt to pay one or two tickets at a time, or whichever is most convenient for them.

Unlike many other courts offering similar services, there are no convenience or access fees of any type associated with this service. It is completely free of charge. Payments are posted immediately following completion of the transaction.

Processing more than 500,000 cases annually, there is great potential for citizens to spend significant amounts of time attempting to conduct business at the court.

Davis recognizes the value of time, pointing out "The use of

technology in the court is a time and cost savings to us and just as important to the citizens we serve. For each payment transaction processed remotely, citizens absorb a cost savings immediately. The cost savings of transportation, gas, parking fees, and very importantly - time."

Other remote access payment capabilities include, personal check by telephone and Western Union Quick Collect.

"We will continue to develop methods to offer our court users a range of options for conducting business and accessing information at the court," Davis said.

In addition to having the 24-hour ability to pay their current outstanding tickets, citizens can log onto the court's site to retrieve information pertaining to step-by-step procedures on how to file a small claims case, real estate procedures, probation matters, download informational brochures and more.

Currently the search only contains payable civil infractions that do not have a current driver license suspension or outstanding bench warrant. However, future enhancements will incorporate these elements as well. Meanwhile, citizens will need to contact the court directly on matters of that type.

Citizens may contact the court if they have any questions by calling (313) 965-2200. TTY users may dial (313) 965-4148 for information.